

Tobyhanna Army Depot Mobile Depot Maintenance Shipping Process Improvement

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Abstract: One of the missions conducted at Tobyhanna Army Depot (TYAD) in support of the DoD Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) mission is Mobile Depot Maintenance (MDM), which involves deploying MDM teams of personnel to various military posts all over the world to maintain stores of C4ISR equipment. TYAD was encountering significant problems in its process for shipping benchstock and hazardous material (HAZMAT) items to its teams worldwide. These shipments, which were often sent in collaboration with the Defense Logistics Agency (DLA), were not arriving on time, with the correct contents, or to the correct location. TYAD has an enduring culture of continuous improvement, and requested that the Lean Six Sigma process improvement methodology be applied to its MDM shipping process. Potential estimated financial benefits are \$258,253.98 over the next three fiscal years.

Keywords: Mobile Depot Maintenance (MDM), Tobyhanna Army Depot (TYAD), Lean Six Sigma, Hazardous/non-hazardous material, Defense Logistics Agency (DLA), “on-time” delivery, Process Improvement